Role Profile

Role Details			
Role Title	**IT Service Desk Analyst**	**Section**	**IT**
Division	**City Building Glasgow**	**Report To**	**IT Operations Manager**
Grade/Salary	**SCP23 - £33,417**	**Date Completed**	**November 2026**

Company Overview

City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.

City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.

Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.

Our Values

Excellence: to deliver quality in everything we do.

Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.

Trust: to be trusted by our employees, clients and partners.

Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.

Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.

Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs

Our Vision

Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.
We will deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow.

Role Summary

The IT Service Desk Analyst plays a vital role with the City Building IT section, based within the IT Service Desk covering 1st line support and assistance to colleagues providing remote device and application support typically by telephone and/or email.

You will possess exemplary customer service skills and troubleshooting experience especially within the Microsoft suite of systems and proven experience in fast-paced IT Service Desk roles.

As a key member of the team the main duties will include:

- Answering and logging IT service requests/incidents received via multiple channels.
- Assist in providing initial contact technical problem analysis and resolution of client issues with the aid of available Service Desk tools (e.g. Remote Support, FAQs, Troubleshooting Guides, and Knowledge base articles).
- Accurately log actions taken and ticket resolutions using the IT Service Management tool.
- Maintain the company asset management software.
- Assist in raising and processing POs as required.
- Any additional duties as directed by IT management in line with business requirements.

The IT Service Desk Analyst role will also liaise with 3rd party support companies to log and follow through with service requests/incidents when required.

To be effective in this position, the IT Service Desk Analyst must possess a proactive approach, excellent communication, and the ability to adapt to change and manage multiple priorities. You will be committed on a personal basis to the provision of excellent customer service and demonstrate first-class interpersonal, communication and organisational skills.

You will assist in the implementation of all processes and procedures to ensure effective administration and monitoring arrangements to safeguard the interests of the LLP at all times.

You will be required to add value to your section but may be expected to contribute across all spheres of the business as appropriate.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	**Includes the Requirement to:**
Service Desk	– Ensure contacts to the IT Service Desk are handled in a timely and professional manner. – Possess the ability to handle queries from internal and external stakeholders efficiently and effectively, avoiding unnecessary delays. – Provide initial response to all enquiries to the IT ServiceDesk aiming to achieve as high a possible 1st time fix ticket closure rate or assigning on to the appropriate 2nd level support as required. – Deliver effective communication to customers on the progress of their request or issues. – Handle customer enquiries, offer assistance, or redirect them to the appropriate person and/or section when necessary.
Supplier Management	– Communicate with suppliers to ensure timely delivery of goods/services and resolving any issues that may arise. – Ensure details of supplier performance are recorded and reviewed in accordance with City Building policies.

Asset Management and Software Control	– Ensure that the asset management database is maintained and updated in a timely manner. – Ensure all software licenses and access rights are accurately recorded.
General	– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.
Compliance with professional, regulatory, statutory, and corporate requirements.	– Ensure that you are complying with internal policies, procedures, and relevant regulations. – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity at all times.
Health and Safety	– To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Key Behaviours and Competencies	
Our IT Service Desk Analyst will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Organisational	– Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly. – Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines. – Ensuring all administrative duties are completed in a timely manner. – Taking proactive actions to anticipate needs, address potential issues, and processes.
Attention to Detail	– Ensure all data details are recorded accurately, minimising errors that could impact the scheduling or execution of work and be utilised for future reference, and audit purposes. – Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly.
Communication	– Provide clear communication and updates as required this could be through email updates, phone call updates, and meetings. – Provide clear instructions, feedback, and updates with team members and users when required. – Maintain a positive and professional working relationship with other sections, and external stakeholders ensuring smooth IT operations and communication.
Ongoing Training and Professional Development	– Complete all necessary training for your role. – Keep up to date with emerging technologies, updates, and best practice. – Be open to mentorship and guidance for improvement from more experience colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.

Ethical and Professional Integrity	– Able to demonstrate honesty and transparency in all professional dealings, particularly regarding reporting. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

You will be experienced in in a fast-paced service desk environment with excellent knowledge of IT systems and have excellent communication skills. You will be comfortable working on your own initiative. You'll be someone who takes pride in their work and is comfortable with customer feedback – ideally striving to ensure the highest possible levels of feedback at all time, but also comfortable learning from constructive customer feedback where possible.

You will represent the interests of the LLP at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level…

Essential:

- Previous Service Desk experience
- Strong customer service and communication skills
- Experience supporting Windows and Android endpoints
- Proven experience of device operating systems (Microsoft, Android etc)

Desirable:

- ITIL v4 or equivalent
- Working knowledge of ITSM toolsets & practices
- Working knowledge of MS Office Product Suite
- Broad understanding of device connectivity methods
- Cyber Security awareness
- Identity & Access Management standards
- Basic hardware diagnostics on end user devices

Interdependencies

- IT Management Team
- All personnel within IT section
- City Building Employees
- Support Service Areas
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.